



Channel Service Agreement Order Form for Distributors

(Utility Version)

Customer Name:	City of Redlands	Contract #	Page 1 of total pages
Sold To number:	MultiSite	Customer Contact:	Installation Date:
Equipment Location Address:	1270 W. Park Ave. & 212 Brookside Ave.	Howard Pearce	6/30/2010
City State Zip		Customer Contact Telephone Number:	Services start date*: For new maintenance services orders, Avaya will determine the services start date upon Avaya's acceptance of the order. For maintenance renewal or recast orders, the services start date will be the first billing cycle date following Avaya's acceptance of the order.
Redlands CA 92373		(909) 335-4792	6/30/2010

This Order Form is subject to the terms and conditions of the attached General Conditions of Maintenance and Managed Services. However, if there is a Master Purchase/Service Agreement or Customer Agreement that includes Maintenance Services Terms (Attachment D) or Maintenance and Managed Services Terms (Attachment 3) already in effect between the parties, this Order Form shall be subject to the terms and conditions of such agreement.

Customer authorizes Avaya to release information related to inventory and billing for this customer location to the authorized Avaya BusinessPartner/Distributor. This information will enable the Avaya BusinessPartner/Distributor to accurately quote to Customer future Avaya products and services. Unless otherwise specified, this authorization shall remain in effect until the earlier of written notification by the Customer or the termination/expiration of maintenance by the original BusinessPartner whose name appears on this Order Form.

The Maintenance service unit price associated with Call Center Administered Agents and Administered Voice Mail Boxes will remain fixed based on the number of units located at the site at commencement of Maintenance services for that site. Such per unit charge will remain unchanged for the contracted term of maintenance support, independent of quantity changes recorded during true-ups. The Maintenance Services ordered hereunder and the associated billing may commence, in some cases, during the Avaya Product warranty period. Avaya will, at its discretion, perform a true up on no more than a quarterly basis to reconcile future billing on any items which have been added (activated) or removed (deactivated) during the previous period. No credits or cash payments will be issued against previously paid amounts. Service charges for IP ports and certain Communication Manager applications (including but not limited to Wan Spare Processor, Local Spare Processor, Survivable Remote Processor & IP Agents) located at remote customer sites that are priced under the utility pricing methodology will be invoiced at customer's main/media server location. These service charges will be invoiced based on the coverage option and pricing reflected at the main site or location.

Material Codes	Qty	Description	Term in months	Coverage	Monthly or Prepaid	Unit Price	Total Price
		See price file attached here to and incorporated here in by this reference Quote # 249249	24	8X5 FULL COVERAGE	M		\$ 4,147.20
175688	1	Level 1 MSP: Station and Trunk					
175689	1	Level 2 MSP: System And Processor					

Customer signature below indicates customer has read and agrees to the terms and conditions of the applicable agreement.

Customer	Avaya Inc.
City of Redlands	Accepted By:
By: (Authorized Signature)	On: (Date)
Pat Gilbreath, Mayor	Typed Name
6/15/10	On: (Date)
Address	Address
35 Cajon Street	City State Zip
Redlands CA 92373	City State Zip

Business Partner Co. Name:	Business Partner Sales Associate (Preparer):
ROI Networks, Inc.	Scott LaBass
Business Partner HQ Address:	Phone Number:
31461 Rancho Viejo Rd. San Juan Capistrano, CA 92675	949-248-5047
Main Telephone #:	email:
949-248-5047	slabass@roinetworks.com
Avaya Siebel Parent ID:	Please e-mail electronic copy of this CSA Order form to bpccmtc@avaya.com
126061	with format of subject line : BP Name/Customer Name/Sold to

Distribute to: Original (BPCC) Copy 2 (Customer) Copy 3 (Avaya Authorized BusinessPartner)	
FILL IN DISTRIBUTOR INFORMATION BELOW	
Distributor Co. Name:	Distributor Sales Associate:
Catalyst Telecom	Jerri Nagy
Distributor HQ Address:	Phone Number:
6 Logue Ct Greenville, SC 29615	800 790 2029 x8611
Main Telephone #:	email:
866 370 6712	Jerri.Nagy@catalysttelecom.com
Avaya Siebel Parent ID:	Please e-mail electronic copy of this CSA Order Form to bpccmtc@avaya.com
369	with format of subject line: Distributor Name/Customer Name/Sold To
Distribute to: Original (BPCC) Copy 2 (Customer) Copy 3 (Avaya Authorized BusinessPartner) Copy 4 (Distributor)	

Record # 118475